Opening Session

Session 1: E-Government Global/Regional Trends and Emerging Issues

Chair

Mr. Jae-hong Lim was appointed as Head of the United Nations Project Office on Governance (UNPOG) in October 2013. He is a former career diplomat who has served 35 years at the Ministry of Foreign Affairs of the Republic of Korea. In his long and distinguished diplomatic career, he held various positions including Director of Human Rights and Social Affairs Division in the United Nations System Bureau, Minister-Counselor of Korean Permanent Mission to the United Nations in New York, Ambassador to the Democratic Socialist Republic of Sri Lanka, Deputy Minister for Planning and Coordination and Ambassador Extraordinary and Plenipotentiary to the Kingdom of Thailand. Mr. Lim worked at Yonsei University as an Adjunct Professor. He was also a Professor at the Institute of Foreign Affairs and National Security (IFANS) of the Ministry of Foreign Affairs of the Republic of Korea.

Mr. Lim graduated from Seoul National University with a Bachelor’s degree in International Relations, and studied at Advanced Center for Administration Development (ACAD), the Graduate School of Public Administration at Seoul National University.

Speakers

Ms. Adriana Alberti is Senior Governance and Public Administration Officer in the e-Government Branch of the Division for Public Administration and Development Management of the United Nations Department of Economic and Social Affairs (UNDESA) and coordinates activities in the area of innovation and e-governance for sustainable development. Adriana has worked for over twenty-five years on governance and public administration issues, including at the United Nations, academia and the non-for-profit sector. Ms. Alberti has significant experience in leading research, policy analysis and capacity building projects in the field of governance and public administration, leadership and human resources capacity-building, institutional development, as well as reconstructing public administration after conflict.

Ms. Alberti holds a Ph.D. in Social and Political Sciences from the European University Institute in Florence, Italy, and an Executive Education Certificate on Innovations in Governance from Harvard University, Kennedy School of Government.
Mr. Jonas Rabinovitch is Senior Advisor on e-Governance, public administration, and knowledge management to the United Nations Department of Economic and Social Affairs (UNDESA). He occupied various senior positions within the UN, including Senior Policy Adviser for Urban Development and Rural-Urban Relations at UNDP and Global Manager for Capacity 2015. He published in “Scientific American”, “Environment and Urbanization”, “VEJA Magazine”, contributed to the “World Public Sector Report”, “UN E-Government Survey”, and other prestigious publications.

Mr. Matthew Perkins is Economic Affairs Officer with the Economic and Social Commission for Asia and the Pacific of the United Nations (ESCAP), with over 10 years of experience in IT for development issues. Previously, he worked with the Economic and Social Commission for Western Asia of the United Nations (ESCWA), and private sector enterprises. His work within ICT for Development has included e-government, the impact of ICT on Youth, and ICT in education.

Mr. Perkins holds a Bachelor’s degree in Computer Science and a Master’s degree in Project Management from Western Carolina University.

Mr. Wisit Atipayakoon (Thailand) is Programme Officer for the International Telecommunication Union (ITU) Regional Office for Asia and the Pacific. He is currently a regional focal point for e-government, emergency telecommunications, universal service obligation, rural ICT development, ICT applications and ICT accessibility for persons with disabilities. Prior to joining ITU, he worked for Lucent Technologies in Thailand and in Singapore, Global Crossing (Singapore) and SAS (Thailand).

Mr. Atipayakoon received his Bachelor’s degree in Computer Engineering from King Mongkut Institute of Technology of Ladkrabang in Bangkok, Thailand. Wisit is a certified Project Management Professional (PMI/PMP) and a certified SAP consultant.

Ms. Johanna Pimiento (Colombia) is currently Director of the e-Government Office in Colombia. Since 2012, she has been leading the implementation of the e-Government strategy in Colombia. Johanna has participated as an expert in research related to open government, mass strategies of appropriation on e-Government, Open Data, e-Participation and e-Government trends.

Ms. Pimiento is an MBA candidate at the University Francisco de Vitoria. She holds a degree in Systems Engineering from the National University of Colombia, and is specialist on Information Systems from the University of the Andes.
Mr. Anir Chowdhury (Bangladesh) is Policy Advisor at Prime Minister’s Office. He coordinates policy formulation and nationwide implementation of e-governance; leads the process of ICT-facilitated innovation within the government and catalyzes public-private partnership for transformation of traditional government services into e-services. Anir is a Member of the Prime Minister’s National Digital Task Force and Education Minister’s National ICT in Education Task Force. Previously, he co-founded and worked in various private enterprises.

Mr. Chowdhury holds a Bachelor’s degree in Computer Science from Brown University.

Mr. Je-guk Park (Republic of Korea) is Director General of e-Government Bureau at the Ministry of Security and Public Administration. Before assuming his position at the e-Government Bureau, Je-guk served as a Senior Administrative Officer at the Office of Senior Secretary to the President for Political Affairs, Director of the Policy Innovation Division, Director of e-Government Strategy and Planning Team at e-Government Headquarters, Senior Administrative Officer of Civil Service Ethics at the Office of Senior Secretary to the President for Civil Affairs, Director General for Policy Planning and Director General for Human Resource Planning at Personnel Management Office.

Mr. Park received his LL.B. from Korea University and his Master’s degree in Economics from Yale University.

Ms. Elizabeth Baptista (Timor-Leste) is National Advisor to the Minister of State and Presidency of the Council of Ministers. Elizabeth is responsible for reviewing policies and specific issues within the scope of the responsibilities of the Minister of State and liaising with key stakeholders in order to inform and/or consult on important policy initiatives. Ms. Baptista is also in charge of overseeing the strategic coordination of e-government activities at the Ministry. Elizabeth holds a Bachelor’s (Honours) degree in Business Information Systems from Victoria University, Australia.

Mr. Goran Pastrovic (Montenegro) is Training Manager at the Regional School of Public Administration (ReSPA), the international organization which has been entrusted with the mission of boosting regional cooperation in the field of public administration in the Western Balkans on their way to EU accession, through networking, research analysis, organization of high level conferences and training activities. Mr. Pastrovic has more than 10 years of experience working with national and international programmes (WB, UNDP, EC, GIZ, DANIDA) with a specific focus on strategic planning, needs assessment, project evaluation, development and implementation; project monitoring.
Session 2: Collaborative Leadership for Whole-of-Government

Speakers

Mr. Robertson Work (USA) is Adjunct Professor of Public Administration at NYU Wagner Graduate School of Public Service. He is also a founder/director of Innovative Leadership Services and facilitator/trainer for UNDESA, UN Habitat and the East-West Center. Robertson is a Fulbright Senior Specialist assisting universities overseas and Senior Fellow of the NYU Wagner Research Center for Leadership in Action. Previously Mr. Work was UNDP’s Principal Policy Advisor on Decentralized Governance for 16 years. While with UNDP, Robertson designed and coordinated the Local Initiative Facility for Urban Environment (LIFE) operating in 20 countries and another global program.

Mr. Work conducted his graduate studies at Indiana University and Chicago Theological Seminary and undergraduate studies at Oklahoma State University, which honored him in 2003 with its Distinguished Alumnus Award.

Mr. Ahmed Buhazza (Kingdom of Bahrain) is Director of eService Delivery and Channel Enhancement in e-Government. He has over 18 years of experience leading IT Operations and Innovations in different industries within GCC. In addition, Mr. Buhazza has been involved in the national Green Technology and Recycling Initiative and delivered a number of local and international researches and speeches on eGovernment, mGovernment, IT Governance, Green Technology, Social Media, and IT and Banking Innovations.

Mr. Buhazza holds a Master of Science in Finance from University of DePaul, MBA from University of Glamorgan, B.Sc. in Computer Science from University of Bahrain, ITIL Service Manager Certification, IQA, fostering innovation, and Series 7 together with other certifications.

Dr. Youn Jin Ham (Republic of Korea) is Research Fellow at the Korea Health and Welfare Information Service (KHWIS). His specialisation is the social welfare sector with emphasis on social welfare information systems for the welfare sector. As a Research Fellow at the KHWIS, Dr. Ham has been able to develop various projects on informatization of the social welfare sector, and he authored a number of related academic and research papers.

Dr. Ham completed his Ph.D. at the University of Birmingham in England.
Mr. Luis Cibils (Uruguay) is IT Consultant and Manager of the Department of Projects at the National Civil Service Bureau. Mr. Cibils has been responsible for the project Uruguay Competes since 2010 and has made several presentations at conferences and seminars and written articles on the topic. His previous experience includes Software Development Manager and CIO of the largest telecommunications company in Uruguay and independent IT Consultant at local companies. Luis also led several telecommunications projects in Valladolid - Oviedo, Spain, Riad, Saudi Arabia and Quito, Ecuador and taught Project Management and IT related topics at the ORT school and the training center at ANTEL.

Mr. Cibils holds a Computer Engineering degree from the University of the Republic of Uruguay.

Session 3: Policies and Strategies for Innovative Service Delivery

Chair

Ambassador Walter Fust (Switzerland) is Former Head of the Swiss Agency for Development and Cooperation (SDC). After his studies in Public Administration and International Relations at the University of St. Gallen, he commenced his diplomatic career serving at the Swiss Embassies in Baghdad and Tokyo. He subsequently assumed various functions in the Swiss Federal Administration, such as Secretary General of the Ministry of Interior (Science/Research/Higher Education, Health, Environment, Social Affairs, Culture, Statistics, Construction), and served as personal advisor to the Minister of Economy and managing director of the Swiss Trade and investment Promotion Office. Ambassador Fust headed the Swiss Agency for Development and Cooperation (SDC) during 15 years and served in different international foras (GKP, Development Committee of ECOSOC, etc).

Since his retirement in 2008, Dr. Fust holds mandates in the UN (Broadband Commission ITU/UNESCO, Committee of Experts on Public Administration/CEPA), chairs the Board of globethics.net, the Global Crop Diversity Trust, the African Innovation Foundation and serves on the Board of different institutions, companies and foundations.
Speakers

**Mr. Jeremy Millard (Denmark)** is Senior Policy Advisor at the Danish Technological Institute, Senior Research Fellow at Brunel University in London and Director of the non-profit consultancy *Third Millennium Governance*. He has worked on the European eGovernment annual benchmark since 2009, assisted the EC in planning their research programme for ICT for Governance and Policy Modelling between 2008-2012, and then in designing inputs to the Horizon 2020 research work programme 2014-2015 on ICT-enabled public sector innovation. Jeremy is currently leading the EC’s Advisory Group providing inputs to the H2020 work programme for 2016-17 including on public governance and new economic models, and is a member of the EC’s Digital Entrepreneurship Forum. In the past he also worked extensively on eSkills, work organization and leadership, and on organizational change.

Mr. Millard has a BSC and MSc from London University, as well as numerous specialized diplomas, and taught for many years at the UK Open University.

**Mr. Wasantha Deshapriya (Sri Lanka)** has been working as Director of the Re-engineering Government Programme of ICTA since 2005. Wasantha has been in charge of government ICT installations since 1986. His first major eGovernment work started when he joined the Ministry of Public Administration as the Senior Assistant Secretary (IT) in 1998. Having directed over 50 major eGovernment projects, Mr. Deshapriya frequently speaks at various international eGovernment forums. He is also an external resource person for 'MBA Programme in eGovernment' which is conducted by the University of Moratuwa, Sri Lanka.

Mr. Deshapriya obtained a B. Sc. (Honours) from the University of Kelaniya, Sri Lanka in 1982 and a PG Diploma in Computer Technology from the University of Colombo and a M.Sc. from the University of Reading, United Kingdom.

**H.E. Dr. Hala Ebrahim AL Mehza (Kingdom of Bahrain)** is currently Assistant Undersecretary for Training and Planning at Bahrain’s Ministry of Health. She is the Head of the Equal Opportunities Committee in the Ministry of Health. Dr. Mehza is also an active member of the Committee of Cancer Center Establishment in the Kingdom of Bahrain.

Dr. Mehza has her B.Sc. Medical Sciences from Arabian Gulf University where she would later graduate as a Doctor of Medicine. She specialized in family medicine, and later received her Master’s in Health Policy and Population Studies from the Arabian Gulf University. Dr. Mehza received her family physician certification from the Irish board in 2000.
Mr. Boy Ngobeni (South Africa) is currently Superintendent-General of Education in Gauteng, Johannesburg. He joined the Gauteng Department of Education as Acting DDG for Corporate Services whilst also heading the Gauteng City Region Academy. Mr. Ngobeni previously worked for the South African Management Development Institute and was subsequently appointed Chief Director: Strategic HR and Auxiliary Support Services at the Office of the Premier. Boy then joined the Department of Environment and Tourism in 2006 as Deputy Director-General for Corporate Services and was later redeployed to the Gauteng Shared Services in the same year to take up the position of General Manager of Human Resource Services.

Mr. Ngobeni obtained his post-graduate Industrial and Organisational Psychology and Bachelor of Administration degrees at the University of Limpopo. He has an Advanced Certificate in Organisational Development from the UNISA. Boy has finished coursework for a Master’s degree in Leadership Performance and Change Management at the University of Johannesburg.

Mr. Ramazan Kabasakal (Turkey) is Head of Foreign Relations Department at Ankara Metropolitan Municipality. In 1997, he was appointed to the International Relations Division of the Mayor’s Office at Ankara Metropolitan Municipality. Subsequent to this, Mr. Kabasakal served as a Tank Team Commander in Ankara and Istanbul and later returned to the International Relations Office and was promoted to the Head of the Department. Ramazan has been awarded with a Certificate of Congressional Recognition by the U.S. House of Representatives for his effort to develop friendship and cooperation among the world’s capital cities.

Mr. Kabasakal studied Civil Engineering in the Gaziantep University, and specialized in soil consolidation and ground settlement.

Session 4: E-Government for Sustainable Development in Small Island Developing States

Speakers

Dr. Young-bum Lee (Republic of Korea) is Professor in the Department of Public Administration and Associate Director of KU Institute for International Cooperation Development at Konkuk University in Seoul. He has conducted many international projects on establishing national ICT masterplan and e-government masterplan for developing countries including Paraguay, Cambodia, Rwanda, and Bangladesh. Dr. Lee is now conducting a research project on the sustainable development of SIDS (small islands developing states) with UNPOG.
Dr. Juliet Chieuw (Aruba) coordinates all quality assurance processes at the University of Aruba. Previous to returning to Aruba permanently in 2009, Dr. Chieuw as a consultant living in China, designed and coordinated a participatory national strategic planning process leading to the Aruba National Education Plan. Having received her B. Ed. degree from Southampton University, England, Dr. Chieuw started her career as an English teacher in Italy and continued in England. She returned to Aruba and established the English program at a newly opened Hotel Vocational College. Juliet departed her island once more to pursue her M. Sc. in Multicultural/Multilingual Education in Florida State University in Tallahassee, Florida, USA. Dr. Chieuw was then recruited into the International Development Education at the same university from which she later received her PhD.

Mr. Andre Griffith (Barbados) is e-Government Advisor at the Caribbean Center for Development Administration (CARICAD) with more than 15 years of experience in the field of Information Technology. Previously, Mr. Griffith has served in various positions in para statal organisations, including Head of Information Systems at the Bureau of Statistics, Guyana Water Inc., and Guyana Revenue Authority. Andre was a member of the Task Force that produced Guyana’s National ICT4D strategy and a volunteer of the regional disaster response team. Mr. Griffith holds BSc. degree in Electronic Engineering and MBA.

Ms. Lanka Dorby (Seychelles) is Director General for Information Technology, which is responsible for implementing e-government in Seychelles. Lanka started her career as a Systems Analyst 20 years ago. She has since held the posts of Director of Health Information and as well as her current post. Ms. Dorby holds a MSC in Information Systems Management from the UK where she concentrated on the specialist teacher shortage in Seychelles.

Mr. Nisar Ali (Fiji) is CEO and co-founder of Pacific Technologies Ltd. The company specializes in customer centric software applications and solutions in area of middleware technologies, transaction processing, card payments, banking solutions and consumer service delivery channels. Mr. Ali is a member of the ITC – Steering Committee of the Fijian Government and provides management consultancy services to the Government’s Department of Information Technology and Computing Services. He assists with the formulation of e-Services Policy and oversees the consolidation and centralization of the various Government Agencies Information, Communications and Technology requirements, Data Storage, Systems and third party software licensing by utilizing the State of the Art Government Data Centre.
Mr. Mohamed Shareef (Maldives) is an e-Government for Development professional, with over ten years’ experience. He started his career at the National Centre for Information Technology (NCIT) in 2003 at the assistant director level, heading the design and implementation of the Government Network of Maldives. Mohamed was subsequently promoted to Deputy Director, Assistant Director General, Deputy Director General in and then to Chief Information Officer (CIO) in 2012.

An engineering manager by training, Mohamed Shareef holds a Masters of Engineering (MEng) degree in Electronic and Electrical Engineering with Management from the University of Birmingham, United Kingdom.

Wrap-Up Session

General-Rapporteur

Mr. Limon B. Rodriguez (Singapore) is a Senior Economist with Accenture Research. Prior to this, he worked for UNDP, UNDESA, UNIFEM, UN Women, ESCAP, and Asian Development Bank (ADB) in Manila. Mr. Rodriguez has authored and co-authored a number of publications, including UN book on women, peace and security, and the ADB-published book on the impact of the global financial and economic crisis on migrant workers and their families. He has conducted research and analysis on various issues in international development, including trade, regional competitiveness and integration, gender, labor and migration, fragility, human development, eGovernment, innovation policy, and development management.

Mr. Rodriguez holds Double Masters in Public Policy and Public Administration from Columbia University and National University of Singapore.